

Network Connection Agreement

University of Utah

Overview

The University of Utah, through the office of University Information Technology (UIT), provides wired and wireless network connectivity to all campus entities in furtherance of the mission and goals of the University. This agreement is a statement of partnership between UIT and an individual University college, department, or division regarding the practices and standards UIT and the entity are expected to meet while maintaining, operating and utilizing the University network. Within this document, the individual University college, department, or division is referred to as the local entity and all UIT constituent groups are referred to as UIT.

Connection to and use of the University network is subject to adherence of University IT policies found at <http://regulations.utah.edu/it/>. Failure to abide by University policies may result in a termination or disruption of network connectivity or other actions as outlined in University policy. This agreement is dependent on University regulation and governance.

University responsibilities

1. University Network Operations
 - a. The University network is administered and maintained by UIT to meet the service levels outlined in a separate Service Level Agreement (SLA) .
 - b. UIT is responsible for the operation and staffing of a centralized Network Operations Center (NOC), which constantly monitors the network. All network failures and activity that adversely affects the network should be reported to NOC staff for problem resolution via the Campus Help Desk by calling (801) 581-4000 or by emailing helpdesk@utah.edu.
2. Physical Demarcation of Campus Buildings
 - a. UIT maintains and administers the demarcation switch and the physical connections that connect each building to the University network.
 - i. UIT will work in partnership with Facilities Management and individual entities during the planning phase of new construction to identify the specifications and cost of network connectivity. UIT will collaborate with those groups to ensure that networking requirements are being met while protecting the integrity of the campus network and meeting approved standards. UIT will work with Facilities Management to ensure network infrastructure costs are included in the budget of a new building.
3. Logical Demarcation of University College, Department, or Division Networks
 - a. The UIT point of demarcation is generally a campus access switch within the building that is connected to a campus network router. If a different configuration is needed, UIT and the local entity will work together to determine the optimal demarcation point in accordance with approved standards and requirements.
4. Intra-building Networks
 - a. UIT maintains and administers the campus network infrastructure necessary to meet the expectations outlined in the Service Level Agreement.
 - i. A local entity may operate some or all portions of the in-building network in partnership with UIT. In this instance, UIT will work in partnership with the local entity to jointly maintain the intra-building network as outlined in a separate Memorandum of Understanding.

- b. UIT does not provide support for local entity data centers or server rooms. It is recommended and encouraged that these units utilize a University data center for improved power, cooling, network redundancy, and security. University data centers are maintained by UIT.
- 5. Wireless Local Area Networks
 - a. UIT is the primary provider of wireless SSIDs on campus, and the sole provider of general wireless access.
 - b. UIT must approve the connection of campus-wide industrial control systems, or similar large campus sensor networks, to the University network that might require compliance or safety oversight, or that might adversely impact the overall University environment.
 - c. Local entities must notify UIT if running any high power antennae that might disrupt campus WiFi services. Low power small experiments that do not disrupt users accessing the network in the vicinity are acceptable with notification to UIT. Visit <http://it.utah.edu> to register these WiFi services. If issues arise with disruption of service, UIT will work with all entities to mitigate the issues and determine a solution that will enable science and academic discovery to continue in a manner that does not impact production.
 - d. Questions regarding connectivity can be found in the University's Knowledge Base, <http://it.utah.edu/help/>.
- 6. Global Naming & Addressing (Identifiers)
 - a. UIT, under the guidance of University IT governance, is responsible for the allocation of campus network services such as IP addressing and domain name services, both of which are considered University assets.
 - b. University Marketing and Communications approves all third-level domains under utah.edu.
 - c. UIT hosts the authoritative DNS name servers for the utah.edu zone. Depending on the requirements of the local entity, administration of a sub-zone(s) may be delegated to the local entity. This sub-zone may be hosted in the University DNS environment or on the local entity's equipment. If the latter is needed, the local entity and UIT will work together on use cases and requirements to determine the best configuration for the local entity.
- 7. Point of Contact
 - a. UIT maintains a point of contact list for each network-connected entity which lists a designated staff member(s) responsible for the entity's compliance to University network use guidelines as outlined in this and other supporting documentation. Semi-annually, the accuracy of this list will be verified using institutional data.
 - b. In the event of a network-related incident involving the local entity, UIT will consult with the designated point of contact. If an entity does not have a designated point of contact or the contact is unavailable, reasonable efforts will be made to notify the local entity's head of the college, department or division.
 - c. During a security or network affecting event, entities without a designated point of contact may be disconnected from the University network without notification based on the severity of the incident as determined by UIT.
- 8. Disconnection
 - a. Disconnect Authorization
 - i. In the event of an emergency or high risk situation, UIT has the authority to disconnect the device(s) of any local entity from the campus network if the operation of the device violates practices set forth in this agreement or University of Utah Regulations.
 - ii. If the normal flow of traffic is severely degraded by a local entity's device(s) but the disruption does not qualify as an event as described in 8.a.i, UIT will endeavor to alert appropriate points of contact for an entity and to remedy the problem in a manner that has the least adverse impact on the affected components of the network.
 - iii. If UIT has to disconnect a local entity's device(s) for reasons other than an emergency or high-risk situation, UIT will make reasonable efforts to reach the relevant designated point of contact before disconnection.

- iv. Depending on the circumstances, an immediate need for disconnection by UIT may not allow for prior notification to the relevant point of contact.
- v. UIT will work with the unit managing the disconnected device(s) to coordinate re-connection after the problems have been mitigated.

University college, department, or division responsibilities

1. Account Number
 - a. Any local entity requesting any connection to the University of Utah network is required to produce a legitimate account number (chartfield) to verify University affiliation.
2. Wireless Local Area Networks
 - a. The University network is the primary provider of wireless access on campus. Local entities must not broadcast SSIDs for use of access to the University network unless working with UIT to ensure proper functionality, visibility, privacy, and security.
3. Security
 - a. The local entity connection to the Campus network agrees to abide by this Network Connection Agreement and all University IT policies found at <http://regulations.utah.edu/it/index.php>.
4. Visibility
 - a. Local entities that have an intra-building network, as outlined in University Responsibilities sections 4.a and 4.a.i, will work with UIT to provide visibility to the end point as applicable. UIT and the local entity will coordinate implementation and use of tools to facilitate enabling optimum security, performance, stability, and efficiency for the University and the local entity.
5. End point status
 - a. Each University entity must maintain the devices that connect to the network in a manner that is compliant with University policy and in agreement with this Agreement.
6. Point of Contact (POC)
 - a. Current contact information is required for all IT resources connected to the University network. Local entities must register a point of contact(s) with the UIT POC registration web site available at <http://it.utah.edu/>.
7. Remote Access
 - a. Remote access connections through a VPN, Terminal Server, or other network medium are also bound by this Agreement and University Policies.
8. Third-party access
 - a. Each local entity is responsible for obtaining and maintaining access for third-party individuals or groups. This may include, but is not limited to, visiting faculty, students, conference attendees and vendors. Specific details can be found in the University's Knowledge Base, <http://it.utah.edu/help/>.

Agreement Owner and Contact Information

Name and E-Mail Address of Network Connection Agreement Owner:	
Date of Implementation:	
Date of Revision:	